

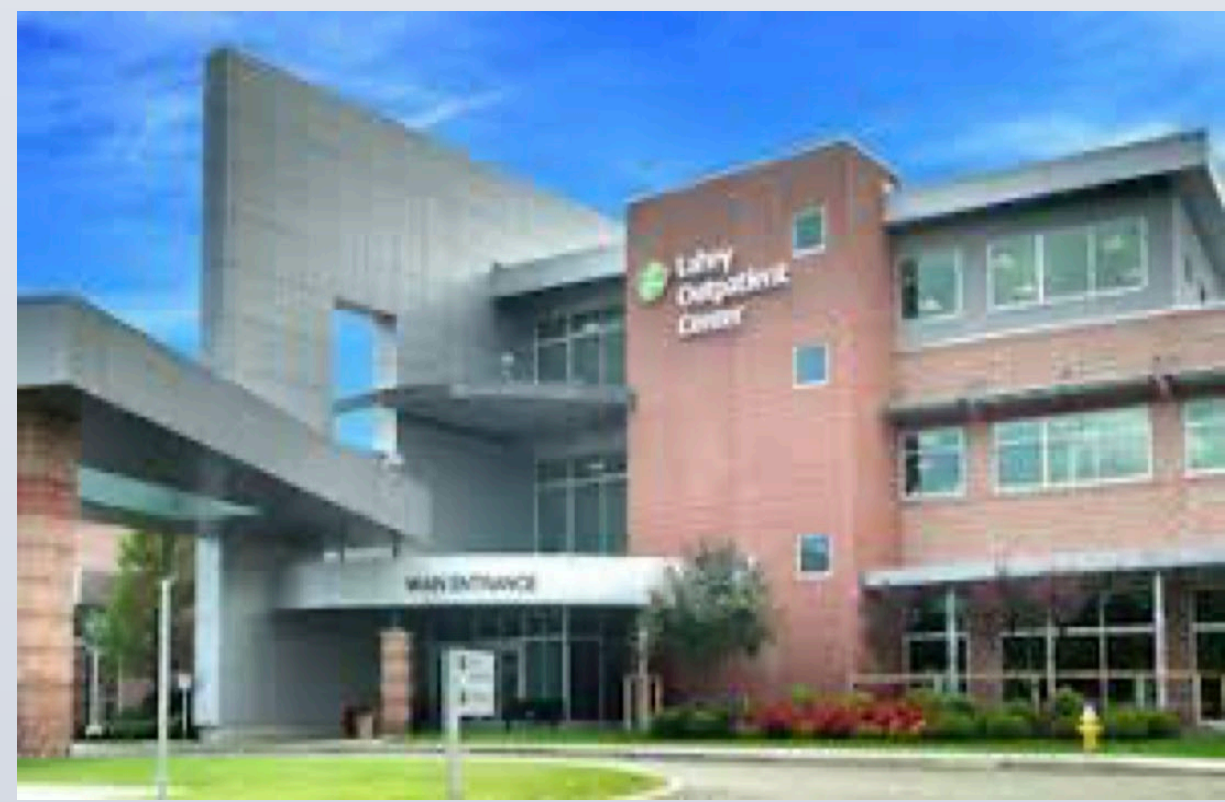
# Assessing Patients' Experiences in Radiology

## Enhancing Comfort for Claustrophobic MRI Patients

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### Introduction

- Beverly Hospital offers a wide range of medical specialists and services to meet the needs of its patients. The hospital has advanced technology to ensure accurate diagnoses and effective treatments. From emergency care and surgical procedures to maternity services and rehabilitation programs (Beverly Hospital, 2023).
- Beverly Hospital operates the Danvers Outpatient Facility. This outpatient center serves as an extension of Beverly Hospital by providing convenient access to specialized clinics and diagnostic testing. The center features different departments, including radiology, laboratory services, physical therapy, cardiology, orthopedics, urology, and more (Beverly Hospital, 2023).
- The team consists of highly skilled physicians, nurses, technicians, and support staff committed to delivering compassionate care with personal attention to the patient. This staff works to ensure each patient receives individual treatment specifically for their needs (Beverly Hospital, 2023).



### Internship Objectives

To create and utilize a patient satisfaction questionnaire to gain feedback on patients' overall MRI experience.

### Related Literature

- "The experience of having to remain still within an enclosed space throughout a lengthy and often noisy acquisition process is frequently uncomfortable and sometimes tolerable. This is often exacerbated by the emphasis in many radiology practices on meeting productivity targets and controlling costs, which may result in increased pressure to complete examinations quickly, with relatively less individual attention to the patient's comfort." (Ajam, 2020).
- "The physical properties and potentially threatening results are inherent and unalterable characteristics of MRI. Accordingly, additional information does not seem to be capable of reducing these fears appropriately. Instead, a successful coping strategy could lie in distracting one's attention thereof." (Thorpe, 2022).
- "In one qualitative study using structured exit interviews after MRI completion, 42% of patients interviewed indicated that the referring provider gave them no information about the nature of the MRI examination. In this study, 69% desired better-advanced information about the constructive environment of the scanner, and 42% stated a preference for advanced warning and/or mitigation of intrascan noise, which was likened to a "jackhammer" (Quirk et al, 2020 p 4). Effective communication between the patient and the technician played a crucial role in enhancing comfort levels.

### Materials & Methods

- Performed the questionnaire during follow-up phone calls to patients
- Spoke with patients for their MRI to ensure they felt comfortable getting their scans done
  - Went over the process of the scan
  - Asked if they had any questions or concerns
- Alerted the Radiology Technician if the patient was claustrophobic
- Updated the site supervisor on feedback received from the patients' questionnaire
- Used the results from the questionnaire to discuss "what we could do better"
- 40 Patients completed the survey
  - Each patient answered question 7 and provided their feedback. All feedback was brought to the staff's attention and implemented.

#### Beverly Hospital and Danvers Outpatient Facility Patient Questionnaire for MRI scan

##### 1. How satisfied were you with the overall process of scheduling your MRI scan?

- a) Satisfied      b) Neutral      c) Dissatisfied

##### 2. Were you satisfied with how our staff provided instructions on how to prepare for the MRI scan?

- a) Satisfied      b) Neutral      c) Dissatisfied

##### 3. Were you comfortable during the MRI scan procedure?

- a) Satisfied      b) Neutral      c) Dissatisfied

##### 4. How satisfied were you with how our staff addressed any concerns or questions you had before/during the MRI scan?

- a) Satisfied      b) Neutral      c) Dissatisfied

##### 5. How satisfied were you with the efforts made by the MRI staff to enhance your comfort during the scan?

- a) Satisfied      b) Neutral      c) Dissatisfied

##### 6. Were you satisfied with how informed you were about each step of the MRI scan?

- a) Satisfied      b) Neutral      c) Dissatisfied

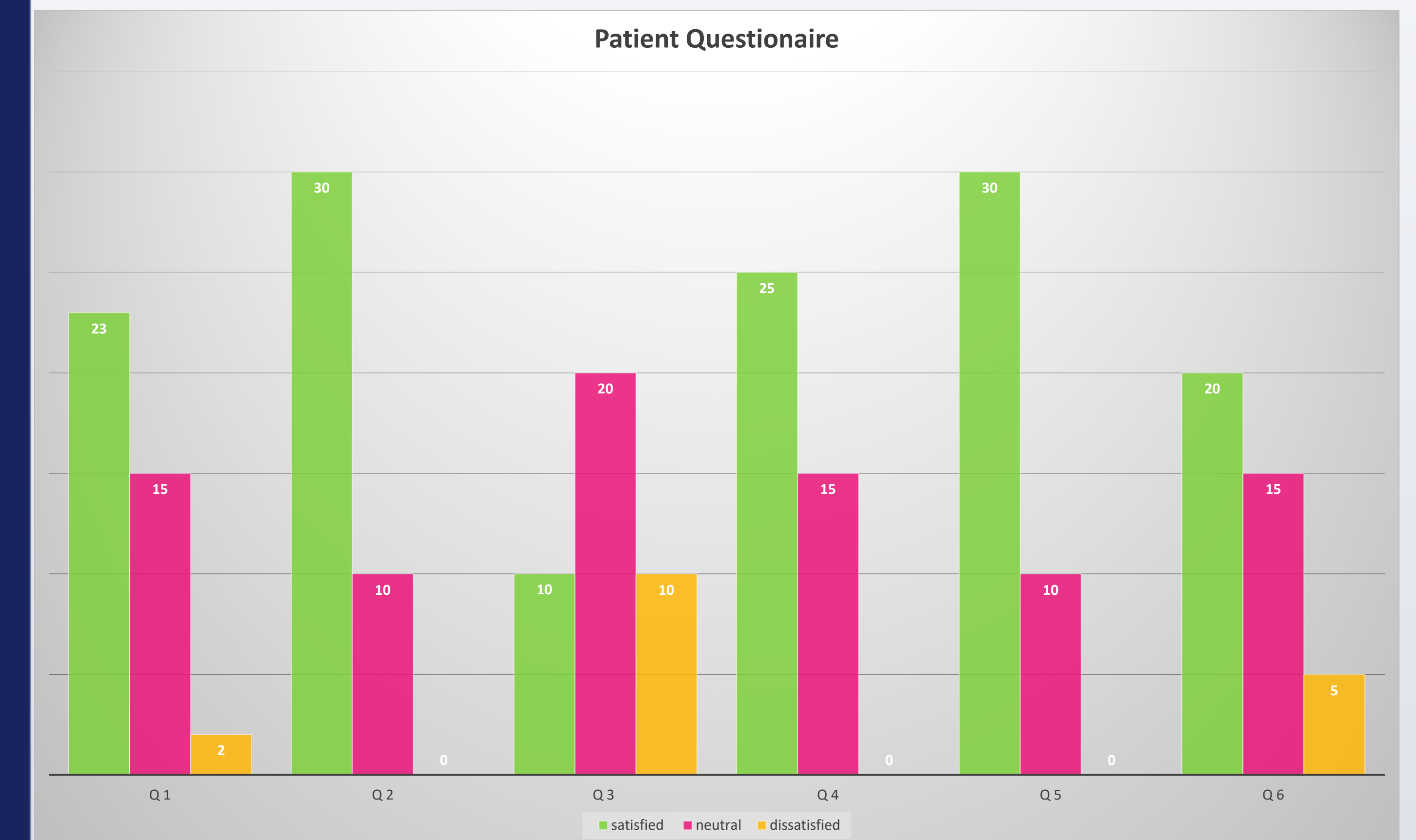
##### 7. Is there any additional feedback or suggestions you would like to provide regarding your MRI scan experience?

Thank you for taking the time to complete this questionnaire. Your response will be taken into consideration for future patients.

### Results

After their MRI scans, patients could take the questionnaire with them or complete it in the office. Patient feedback has encouraged changes to ensure their happiness with the scanning process. Many patients who answered were satisfied with their visit, which helped the staff understand what they were doing right. Some patients who were dissatisfied with their service during their visit stated that they wished our staff had asked if the patients had any questions or informed them about the MRI scan process.

### Results



- The chart above shows the results of the patient questionnaire for MRI scans on claustrophobic patients
- For question six most people answered partially informed, which meant the technicians did not give the patients information on either the scan that they were getting or answering their questions in depth.
- Based on the qualitative data collected from question seven, many patients reported feeling less anxious or stressed during their MRI scan after implementing comfort-enhancing strategies. Providing patients with control over certain aspects of the procedure, such as adjusting lighting or music and helping them feel comfortable.

### Conclusion

- The main aim of this project was to assess patient satisfaction in the MRI department. To identify personal preferences and develop personalized interventions accordingly. One patient suggested having someone available to speak with patients with claustrophobia before their anxiety set in.
- Patients felt less trapped and anxious during the procedure, enhancing their overall comfort. Providing clear and concise information to patients about the procedure, the equipment involved, and the steps they can take to manage their anxiety can greatly contribute to their comfort.

### References

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